

Position Description

Title: Coordinator Communications and Community (Position 169)	Award Classification: Band 3, Level 2
Department: Community Partnerships	Salary Classification: Grade 5
Tenure: Permanent Full Time	FTE: 1

Context:

The Coordinator Communications and Community leads a team to develop relationships with community groups and organisations, coordinate Council’s community engagement practices and deliver corporate communication services. The changing needs of the community and how Council and the community work together to build capacity are key contributing factors to be addressed over time through the work of Council and this role.

Working within the Corporate Directorate, the role incumbent needs to form constructive and productive relationships with both internal and external stakeholders.

Role Purpose:

To lead the Communications and Community team by creating the conditions for efficient, effective and responsive, communication, community development and engagement services that reflect a culture of continuous improvement.

Key Accountabilities:

- Lead the team to design, deliver and evaluate the following services alongside internal and external partners:
 - Communications: Increasing awareness of Council’s programs and services using multiple channels such as media relations, graphic design, issues management, advertising, website, publications, digital and social media.
 - Engagement: Develop and implement processes and systems that support an organisational commitment to community engagement in decision making and planning
 - Community Development: Apply asset-based community development strategies to work in partnership with community groups and government organisations to support events, activities and capacity building within the Shire.
- Lead the team to review, develop and promote delivery of the organisation wide Communications Strategy that supports positive reputation management and brand image for Council.

- Ensure Kempsey Shire Council consistently provides responsive and efficient community support and engagement by:
 - Establishing relevant and trusted partnerships with other Government and non-government organisations to assess and advocate for service gaps.
 - Establishing and maintaining programs and services to meet the identified needs, including opportunities for community led placemaking, events and engagement services.
 - Seeking grant funding opportunities and comply with funding requirements to increase the range of services delivered to the community
- Support leaders across Council to appropriately apply policies, practices and standards by:
 - Consistently communicating the value, benefits and opportunities created by the work of the Communication and Community team.
 - Monitoring, reviewing and recommending improvements to processes based on the needs of internal and external customers.
 - Establishing consistent and relevant methods of measuring and quantifying community impact
- Provide leadership and management to the Communications and Community team through:
 - Mentoring, support and development of the direct reports within the Section
 - Monitoring and managing of the teams’ performance within the Section.
 - Leading the group to achieve Council’s Community Development and Communications objectives as established in the Annual Operating Plan.
- Assist the Manager Community Partnerships to plan for, monitor and review budgets and financial targets
- Perform other reasonable duties as directed by the Manager Community Partnerships or their delegate

Core Competencies:

- Tertiary qualifications in Community Services, Social Sciences or Journalism or demonstrated industry experience relevant to the position
- Highly developed spoken, written and cross-cultural communication skills
- Understanding of community engagement principles and practices and demonstrated experience in designing and delivering community engagement activities.
- Experience in project and event management
- Demonstrated ability to effectively lead, manage, supervise and influence staff
- Hold and maintain a current NSW Drivers Licence



**“Lead and work with
our community to build an
inspired, connected
Macleay Valley”**

Supervision Received:

This role reports to the Manager Community Partnerships.

Supervision Exercised:

The following roles report to the Coordinator Communications and Community:

- Web Administrator
- Communications Officer (x2)
- Community Projects Officer (x3)

Role Authorisation:

.....(Director Signature) Date

Role Acceptance and Accountabilities:

The work of the role has been discussed and explained to me and I expect to be held to account for work performed in accordance with this role.

.....(Role Incumbent's Signature) Date